



# SERVING PERSONS WITH LIMITED ENGLISH PROFICIENCY in Arlington



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Arlington County Public Health

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# Title VI - 1964 Civil Rights Act

- Recipients of federal financial assistance shall not:
  - Deny an individual a service aid or other benefit
  - Provide a benefit, etc. which is different or provided in a different manner
  - Subject an individual to segregation or separate treatment

# Executive Order 13166

- Issued August 11, 2000
- Mandates each Federal agency to prepare a plan to improve access to its federally conducted programs and activities by persons with limited English proficiency (LEP)
- Requires both plan & assistance to recipients in improving access

# Who is covered?

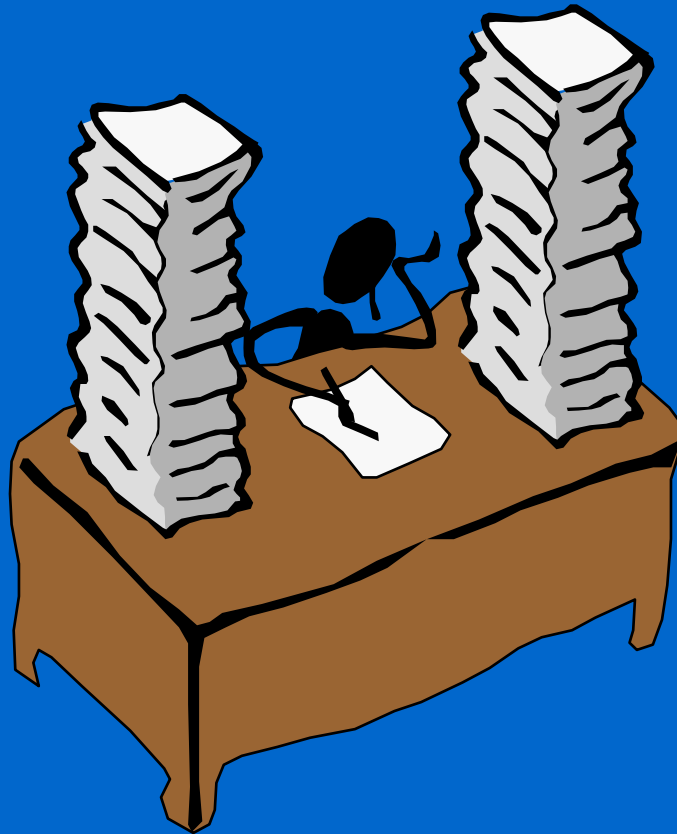
- Recipients of federal financial assistance through:
  - Grants
  - Loans, contracts
  - Directly or through state agencies
  - County agencies, health centers, etc.

# Implementation Guidance

- DOJ - Lead agency
  - Issued Policy Guidance Document August 2000, June 2002
  - <http://www.usdoj.gov/crt/cor/13166.htm>
- HHS Office for Civil Rights
  - Policy Guidance Document – October 2000, August 2003
- Others
  - [www.lep.gov](http://www.lep.gov)

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# Our work begins .....



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# LEP Committee

- Included MHMRSAS, Child & Family Services., Public Health, Economic Independence, Aging & Disability, Human Resources
- Managers

# Basic Components of Plan

- Assessment
- Comprehensive written policy
- Training of staff
- Monitoring



# Assessment



- Identify languages likely to be encountered with % population served
- Record information of each LEP patient/client (if applicable)
- Identify points of client contact
- Identify language resources
- Clarify how resources are accessed

# Four Factor Analysis

- Number or proportion of LEP persons served or encountered in eligible pop.
- Frequency of encounters
- Nature and importance of program, activity or service
- Resources available

# Safe Harbor

- Applies to written documents only
- Ensures compliance, but not necessarily out of compliance if not meeting criteria
- 5% of eligible population or 1,000 (unless 5% = <50)

# Comprehensive Written Policy

- Procedure to insure effective communication
- Notice
- Translation of materials
- Interpreter services
- Address what happens when a person crosses threshold

# Notification of Services Available

- Use identification
  - cards or posters
- Post or maintain signage
- Notice in non-English languages
- Public service announcements
- Community outreach

# Interpreter Service Options

- Hire bilingual staff
- Hire staff interpreters
- Use volunteer staff interpreters
- Arrange for the services of volunteer community interpreters
- Contract with an interpreter service
- Use telephone interpreter service

# Interpreter Services

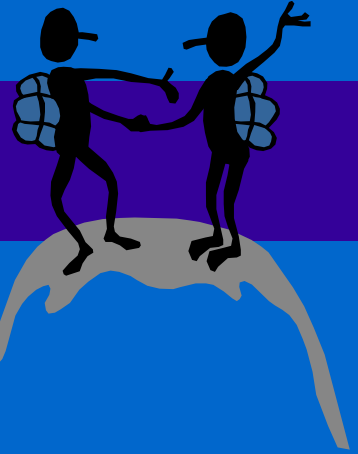
- Avoid use of friends or family members as interpreters
- Use persons who are competent to interpret
- Use persons who are proficient in both English and other language

# Interpreter Services (cont)

- Orientation or training which includes:
  - ethics of interpreting
  - Fundamental knowledge in both languages of any specialized terms and concepts



# Staff Training



Every employee will have:

- Overview of policy & procedures
- How to Use an Interpreter Training (2 hours)

Bilingual staff interpreters will have:

- How to Be an Interpreter Training (2 - 5 days)

# Human Resources Issues

- Cultural/linguistic competence
- Bilingual employees as interpreters
  - Required vs voluntary
  - Equity concerns
    - Extra compensation
    - Workload management
    - Opportunities
  - Supervision
- Associated costs
- Staff training

# Next Phase: Monitoring

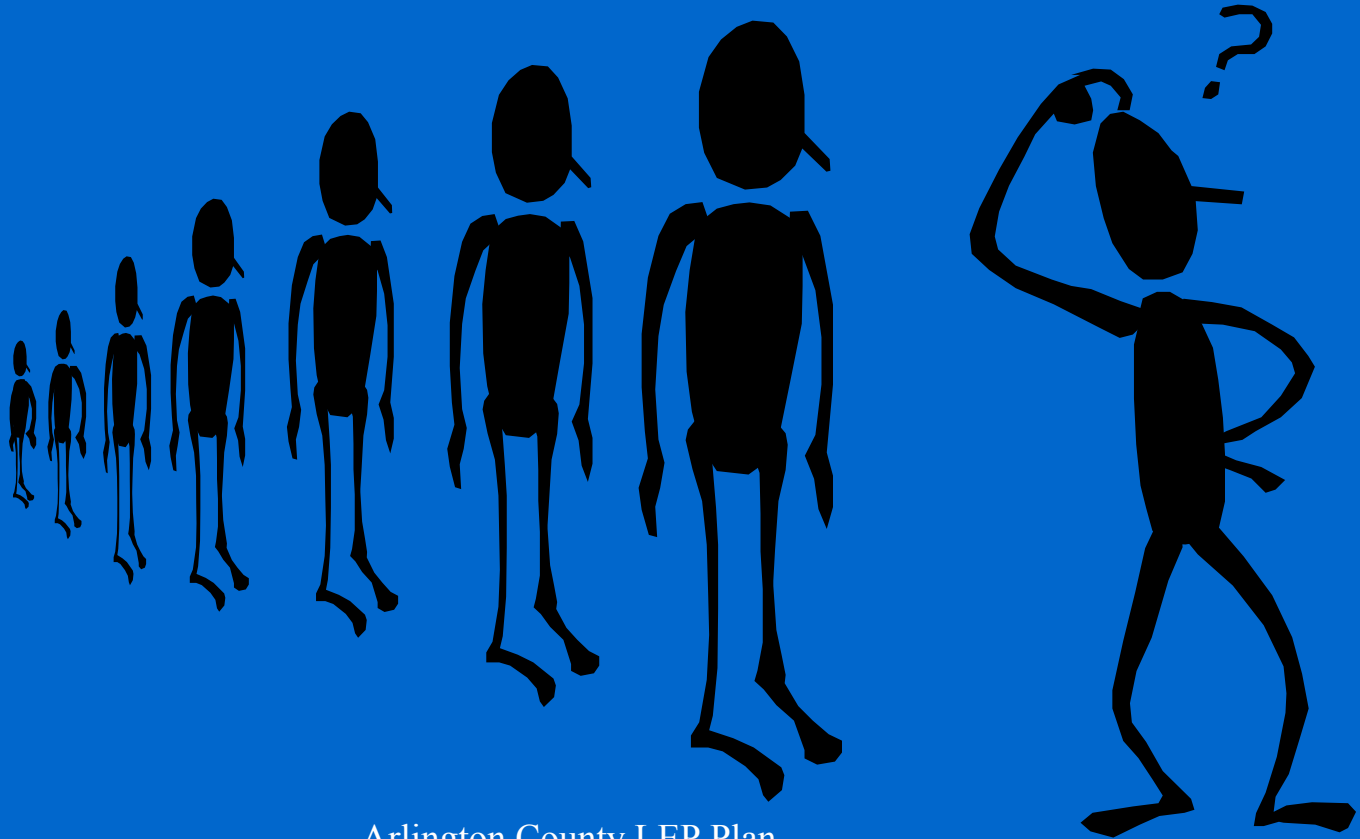
- Ongoing assessment and analysis of populations served
- Customer satisfaction
- Establishing process for responding to complaints
- Monitoring of staff training
- Setting up documentation standards
- Tracking costs and use of resources

# Monitoring (cont)

- Are existing policies and practices meeting needs
- Do staff know about policies and practices
- Do LEP persons know about available language services
- Are translations accurate and understandable
- Correction of individual and systemic problems.

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# Where to next??



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# Recommendations for County:

## Establish Inter-departmental Policy and Planning Group

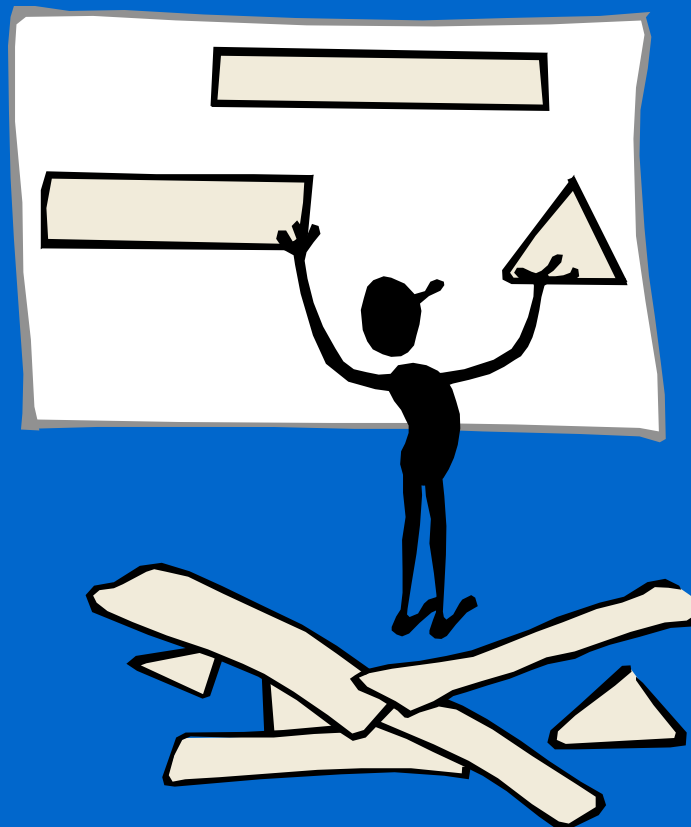
- Draft County-wide LEP policy
- Organize assessment of key departments
- Draft a strategic plan for policy implementation
- Study and offer guidance on HR issues
- Develop best practices
- Establish ONE County contract

# The County

- County has established inter-departmental planning group
  - Drafted County-wide LEP policy
  - Begun to provide guidance on HR issues
  - Putting out RFP for County contract
  - Piloting compensation program

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# Still a work in progress



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# How did it work?

## One program's implementation experience



# Delivering MCH Services to Arlington's LEP population

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# MCH Clinic Population

- Initial assessment of language needs
- Annual reassessment
- WebVISION

# Language resources

- Bilingual staff
- Staff interpreters
- Volunteer staff interpreters
- Contract with interpreter services
- Use of telephone interpreter service

# Staff Training

- LEP Policy and Procedures
- “How to Use an Interpreter”
- “How to Interpret”
- Individual unit application

# Language Assistance

- Client service entry points
- Language needs assessed
- Informed right to free language assistance
- Signs posted
- Language assistance provided to clients illiterate in own language
- Health education classes in 2 languages

# Documentation

- Language needs - noted in client's chart
- Language spoken - documented in WebVISION
- Translation of vital documents
- Translation of health education materials, brochures, instructions

# MASSAGE BENEFITS FOR

## BABIES AND PARENTS

MASSAGE BENEFITS FOR PARENTS TO MASSAGE THEIR CHILDREN

# BENEFICIOS DE LOS MASAJES

\*\*\* ES DIVERTIDO Y RELAJANTE PARA LOS PADRES EL DAR MASAJES A SUS NIÑOS \*\*\*

## PARA NIÑOS Y PADRES

**TIEMPO:** Es un tiempo diario para masajes de su bebé, que le da a los padres tiempo para relajarse de las tensiones diarias.

**REALIZA:** La comunicación y desarrolla respeto.

**PROVEE:** Intimidad y tiempo especial para padres y niños.

**REALIZA:** El desarrollo neurológico.

**PROVEE:** Tiempo de comunicación especial para desarrollar la confianza con los padres.

**AYUDA:** Al padre a sentirse más competente y confiado en su rol de padre.

**AYUDA:** A aliviar el estrés de los padres que trabajan y se tienen que separar de sus hijos durante el día.

**AUMENTA:** La habilidad del padre para relajar a su bebé en tiempo de estrés.

**AUMENTA:** La auto estima de los padres realizando y reforzando las habilidades de padres y validando su rol de padre.

**ALIVIO:** El masaje da alivio al malestar por crecimiento de dientes, congestión, gases, cólicos y estrés emocional.

**CIRCULACION:** Ayuda a mejorar el tono muscular y la circulación.

**ESTIMULACION DE LA PIEL:** Todos los sistemas fisiológicos son estimulados por masajes. Acelera la mielina del cerebro/sistema nervioso.

**ORIENTACION:** Ayuda a animar la orientación de la línea media.

**SUEÑO:** Ayuda a su bebé/niño a dormir profundamente y más tiempo.

**SISTEMA DIGESTIVO:** Ayuda y mejora la digestión.

**ENLACE:** Mayor interacción íntima con padres y bebé/niños, ayudando a fomentar el enlace entre padres/bebé-niños.



# MASSAGE BENEFITS FOR

## BABIES AND PARENTS

**RELIEF:** Massage can relieve discomfort from teething, congestion, gas, colic and emotional stress.

**BONDING:** More intimate interaction with parent and baby/child helping to foster the parent/ infant bond.

**SKIN STIMULATION:** All the physiological systems are stimulated by massage. It speeds myelination on the brain/nervous system.

**CIRCULATION:** Helps improve muscle tone and circulation.

**DEEPER RESPIRATION:** Helps to increase oxygen and nutrient flow to cells, as it helps to deepen respiration.

**ORIENTATION:** Helps encourage midline orientation.

**IMPROVES:** Helps to improve sensory awareness.

**SLEEP:** Helps baby/child to sleep deeper and longer.

**DIGESTIVE SYSTEM:** It improves digestion.

**ENHANCES:** Neurological development.

**PROVIDES:** A special communication time for children to confide in their parents.

**ENHANCES:** Communication and builds respect.

**HELPS:** The parent to feel more competent and confident in their parent role.

**PROVIDES:** Intimacy and special time for fathers and children.

**HELPS:** To ease stress of a working parent who must be separated from the child during the day.

**INCREASES:** Parent's ability to help relax child in times of stress.

**INCREASES:** Self-esteem of parent by enhancing and reinforcing their parenting skills and validating their parent role.

**TIME:** Baby's daily massage time offers parent a time to relax and unwind from the busy pace of life.

**PROVIDES:** Intimacy and special time for fathers and children.

\*\*\* IT'S FUN AND  
RELAXING FOR  
PARENTS TO  
MASSAGE THEIR  
CHILDREN. \*\*\*





# BENEFICIOS DE LOS MASAJES

\*\*\* ES DIVERTIDO  
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PARA NIÑOS  
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PADRES



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# Monitoring

- Chart reviews
- Ongoing assessment of LEP population
- Client satisfaction surveys
- Mandated staff training
- Processing/Follow-up of LEP-related complaints

# Current Struggles

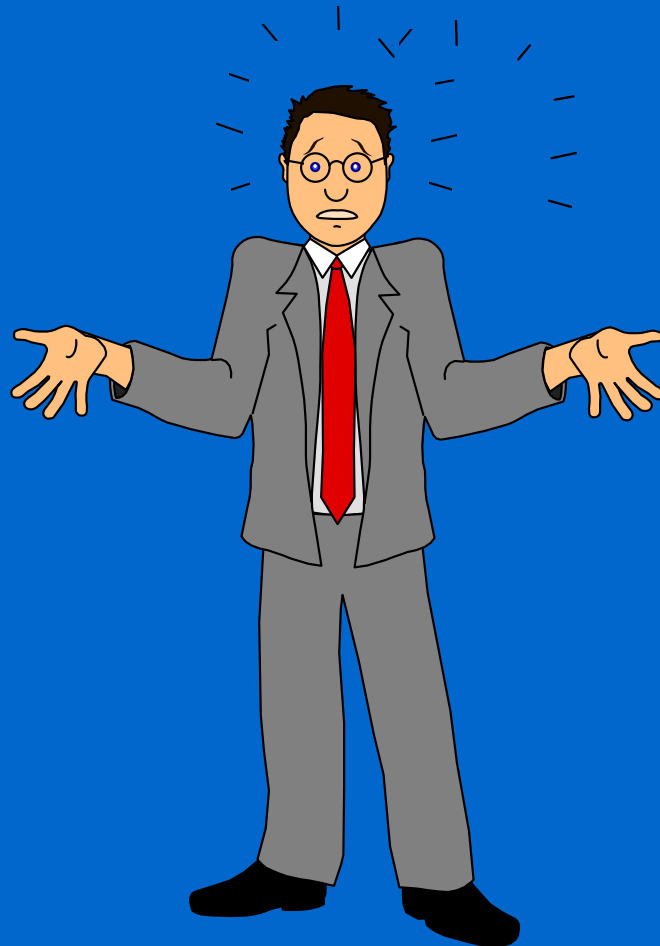
- Cultural/linguistic competence
- Competing priorities
- Bilingual employees as interpreters
  - Required vs. voluntary
  - Equity concerns
  - Workload management
  - Premium pay
  - Supervision





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# Questions?



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